



## MECKLENBURG COUNTY IS SEEKING A FRAUD INVESTIGATOR

### MECKLENBURG COUNTY OVERVIEW

Mecklenburg County is home to approximately 1,000,000 residents and the City of Charlotte. With 6.9 million residents within 100 miles, Mecklenburg County and Charlotte lie in the heart of a region that is the sixth largest urban area in the United States. Mecklenburg County has the largest population of any county in the State of North Carolina. The County includes the City of Charlotte; the towns of Cornelius, Davidson, and Huntersville (north of Charlotte); and the towns of Matthews, Mint Hill, and Pineville (south and southeast of Charlotte).

Mecklenburg County is the most populous county between Atlanta, Georgia and Washington, D.C. In fact, between 2005 and 2015, the metropolitan region's population growth rate averaged 2.6 percent. Over the last decade, Mecklenburg County has attracted a large and growing number of people from around the country and the world. As a major hub for American Airlines – one of the

country's largest airlines – it is easy to get to Mecklenburg County. This access has helped attract several Fortune 500 and 1000 companies that bring millions of investment dollars into the local economy. With a world-renowned park and recreation system, a range of professional and minor league sports teams, and diverse communities, people who come to Mecklenburg County find an energized downtown and a variety of living options.

The North Carolina Constitution gives residents of all counties the right to elect a Board of County Commissioners (BOCC). Since 1994, Mecklenburg County has been governed by a nine-member BOCC with six members elected by districts and three elected at-large. The BOCC appoints a County Manager who is the CEO of the organization. For more information about Mecklenburg County, please visit the County website at [MeckNC.gov](http://MeckNC.gov).





# BOCC'S VISION

The Mecklenburg BOCC's vision for the community can be summed up as: **"Mecklenburg County will be a community of pride and choice for people to LIVE, LEARN, WORK, and RECREATE."** To carry out this vision, County services are provided to meet the community's priorities, as defined by the BOCC, and funded through property taxes, local sales taxes, fees, and other sources. The Board's primary responsibilities are to adopt an annual budget, set a property tax rate, and establish priorities to address the County's needs, especially in the areas of health, education, welfare, and mental health. The Board's priorities are carried out by a staff of over 5,000 employees led by the County Manager who is appointed by, and reports to, the Board and functions as the CEO of the County. There are four Assistant County Managers that report to the County Manager



## ABOUT THE DEPARTMENT OF SOCIAL SERVICES

**Mission: We strengthen families and communities through a safety-net of services, collaborations, and hope.**

The programs and services provided by the Mecklenburg County Department of Social Services (DSS) are funded through federal, state and county revenues, in addition to grants and other donations to meet the community's priorities, as defined by the Board of County Commissioners. In keeping with these priorities as a department we aspire to the following values:

- Respect and Trust
- Strive for Excellence
- Do the Right Thing
- Service with Compassion

The department is comprised of four divisions which include:

- Community Outreach Division
- Economic Services Division
- Services for Adults Division
- Youth and Family Services Division



The Department of Social Services is committed to enhancing the collaboration with other departments and agencies to integrate service delivery through a targeted, deliberate, and intentional approach, thereby enabling customers to receive additional support to further improve their quality of life.

# FRAUD INVESTIGATOR POSITION SUMMARY

The Mecklenburg County Department of Social Services' Economic Services Division (ESD) administers the public assistance programs outlined below and other services for families and children to promote self-sufficiency for eligible residents.

## **Food and Nutrition Services (Food Stamps)**

Provides help with buying food to households with limited sources of income and resources. Food and Nutrition Service benefits are placed in an Electronic Benefit Transfer (EBT) account each month and used much like a credit or debit card to buy food at USDA authorized grocery stores.

## **Work First Family Assistance/Temporary Assistance to Needy Families (TANF)**

Provides cash assistance to families with minor children through age 17. Families must meet income, citizenship, and resources rules to qualify

## **Adult Medicaid**

Helps pay for medical expenses, in-home assistance for personal care, group home care, and nursing home care for eligible older adults and adults with disabilities.

## **Families and Children Medicaid and North Carolina Health Choice Programs**

Provides help with medical bills such as doctor fees, prescription drugs, and hospital charges. Program eligibility depends on monthly income and resources available



**The Fraud Investigator role is responsible for investigating public assistance fraud, verifying eligibility and obtaining and preparing evidence relevant to the prosecution of fraudulent acts. Employees in this role are also responsible for conducting field investigations to gather information and proof of fraudulent activity as well as receive repayment and recoupment of monies on overpayments as prescribed by North Carolina's Social Services laws and regulations.**

# ESSENTIAL FUNCTIONS

- Investigate acts of welfare fraud
- Understand and apply all DSS policies; Food and Nutrition, Work First, Medicaid, Child Care Resources, etc. as well as Fraud policy to cases
- Evaluate and establish fraud claims in all DSS programs
- Collect data and research from state systems, social media sites and other private data bases
- Complete home visits and maintain a presence in the community
- Build and maintain relationships with other organizations within the community (CCRI, Section 8, Charlotte Housing Authority, Charlotte Mecklenburg Police, Probation/Parole and Crisis Assistance)
- Monitor social media sites for misuse of government benefits
- Apply Fraud policy to fraudulent cases and calculate overpayments using fraud budgeting policy.
- Work directly with clients, employers and other third-party sources to obtain relevant information for case write ups
- Work directly with Assistance District Attorney on the prosecution of egregious cases of welfare fraud
- Prepare cases for prosecution and issue warrants for arrest
- Maintain a level of professionalism and have ability to testify in criminal and civil court proceedings
- Investigate cases of missing Work First checks and Food Nutrition benefits



# MINIMUM QUALIFICATIONS *(WHAT YOU NEED TO JOIN US)*

**Experience:** Five years of intake and/or case management experience directly related to public assistance programs that include Food Nutrition (Food Stamps), Adult Medicaid, Family & Children's Medicaid, or Work First Family Assistance/TANF.

**Education:** Bachelor's degree in Human Services or related field

**Equivalent Experience for Education Accepted?** Yes

## **Licenses and Certifications:**

- Requires a valid North or South Carolina Driver's License.
- Must obtain and maintain a valid Mecklenburg County Vehicle Operator's Permit.
- Ability to obtain Certified Welfare Fraud Investigator Certification within 3 years of hire.

# KNOWLEDGE, SKILLS, AND ABILITIES

## **Knowledge of:**

- Techniques, procedures and sources used in conducting investigations.
- Interviewing and Interrogation techniques.
- Current Federal, State and local social services policies, procedures and eligibility guidelines for Food Nutrition, Work First, Medicaid, Child Care, and Transportation.
- Current Federal, State and local social services Fraud policy and procedures.

## **Skilled in:**

- Obtaining information through interview, interrogation and observation
- Applying program policy knowledge to accurately determine fraud claims for Food and Nutrition, Medicaid, Work First, Child Care, Transportation, and Adult Medicaid cases
- Observing situations analytically and objectively
- Intermediate computer skills
- Interpersonal communication skills



## **Abilities:**

- **Decision Making** – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- **Building Trust** - Interacting with others in a way that gives them confidence in one's intentions and those of the organization.
- **Engagement Readiness** – Demonstrating a willingness to commit to one's work and to invest one's time, talent, and best efforts in accomplishing organizational goals.
- **Collaboration** – Working effectively and cooperatively with others; establishing and maintaining good working relationships.
- **Communication** - Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Safety Awareness** - Identifying and correcting conditions that affect employee safety; upholding safety standards.
- **Information Monitoring** - Setting up ongoing procedures to collect and review information needed to manage an organization or ongoing activities within it.

# COMPENSATION & BENEFITS

A competitive salary based on experience will be offered for the Fraud Investigator position with generous benefits. Benefits include medical, dental, vision care, flexible spending accounts, short- and long-term disability as well as basic and supplemental term life insurance. The selected candidate will be automatically enrolled into the North Carolina Local Government Retirement System upon their employment. In addition, there is optional participation in one of two deferred compensation plans, a 457 Plan or 401(k) Plan, with a 5% match from the County.



# APPLICATION & SELECTION PROCESS



Qualified candidates please submit your resume online by visiting our website at <https://www.mecknc.gov/HR/Pages/Home.aspx>. Resumes will be screened on the basis of the criteria outlined in this brochure.

**For more information, please contact:**

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**Mecklenburg County Is an Equal Opportunity Employer and Values Diversity At All Levels Of Its Workforce.**

Visit the Mecklenburg County's web site at: [MeckNC.gov](https://www.MeckNC.gov)

